

CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

Honoring California's Veterans



Classification: Associate Information Systems Analyst (\$4,467-\$5,703)
Will also consider:

Assistant Information Systems Analyst (\$3,004-\$4,742)
Permanent, Full Time

Location: Department of Veterans Affairs
Information Systems Division – **Customer Support**
1227 O Street, Room 402
Sacramento, CA 95814

Who Should Apply: Current State employees within this classification or those who are eligible on a certification list, transfers, or reinstatement. Eligible honorably discharged veterans are encouraged to apply. **SROA PROVISIONS APPLY.**

Duties and Responsibilities: Under the general supervision of a Staff Information Systems Analyst, works independently to provide direct technical support for the agency's personal computers and other peripherals at the California Department of Veterans Affairs (CDVA).

Specific duties include:

- Providing 1st, level help desk problem resolution and assisting customers experiencing hardware and software problems. Entering of all service requests into Track-it Database.
- Working with lead staff to perform a variety of information technology system diagnoses, design, repairs, setup and configuration of all computer equipment.
- Installing and or relocating new computer equipment, including the installation of software, operating systems and applications.
- Maintaining daily backups of on-site and off-site information technology storage tapes.

How to Apply: Candidates should submit a State Application (STD. 678) and résumé to:

Department of Veterans Affairs
Human Resources Division
1227 "O" Street, Room 402
Sacramento, CA 95814

Attn: Juanita Rios, Ref: M80#123-06/07

Inquiries:

Voice: (916) 653-1984

TDD: (916) 653-1966

NOTE: In line #12 of the State Application, please reference M-80#123-06/07. You must clearly indicate the basis of your eligibility; i.e., List, Transfer, SROA, Surplus, Reemployment or Reinstatement. Failure to do so could result in being rejected from the interview process.

Final Filing Date: Until Filled

AN EQUAL OPPORTUNITY EMPLOYER - EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS. PER MILITARY AND VETERANS CODE, SECTION 80, WHENEVER POSSIBLE, PREFERENCE SHALL BE GIVEN TO VETERANS FOR EMPLOYMENT IN THE DEPARTMENT OF VETERANS AFFAIRS. APPLICATIONS WILL BE SCREENED AND ONLY THE MOST QUALIFIED WILL BE INTERVIEWED. PSNO: 830-102-1479-002 RELEASED: 5.07.07